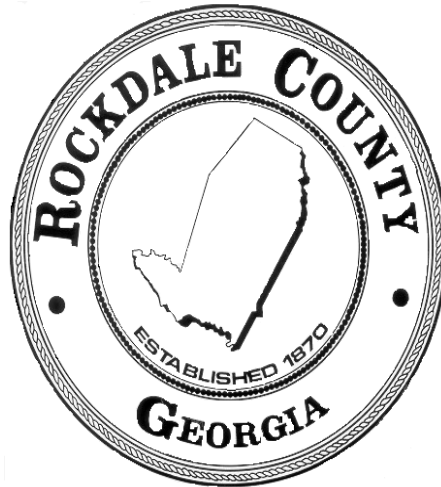# REQUEST FOR PROPOSALS

No. 15-41

ROCKDALE COUNTY, GEORGIA

October 21, 2015

AUTOMATED PAYMENTS FOR WATER UTILITY DEPARTMENT

**ROCKDALE COUNTY FINANCE DEPARTMENT
PROCUREMENT OFFICE
958 Milstead Avenue
CONYERS, GA 30012
770-278-7552**

INTRODUCTION:
Rockdale County is requesting Competitive Sealed Proposals for **Automated Payments for Water Utility Department.** Instructions for preparation and submission of a proposal are contained in this packet. Proposals must be typed or printed in ink.

Rockdale County provides equal opportunity for all businesses and does not discriminate against any person or business because of race, color, religion, sex, national origin, handicap or veterans status. This policy ensures all segments of the business community have access to supplying the goods and services needed by Rockdale County.

PURCHASING CONTACT FOR THIS REQUEST:
All questions concerning this invitation and all questions arising subsequent to award are to be addressed to the Procurement Officer at the following address:

Rockdale County Finance Department
Procurement Division
Attn: Dawn Spivey
958 Milstead Avenue
Conyers, GA 30012
Phone: (770) 278-7553, Fax: (770) 278-8910
E-mail: dawn.spivey@rockdalecounty.org

To maintain a "level playing field", and to assure that all proposers receive the same information, proposers are requested **NOT** to contact anyone other than the contact above until after the award of the contract. Doing so could result in disqualification of the proposer.

PROPOSAL COPIES FOR EVALUATION:
Four (4) hard copies and one (1) original hard copy and one (1) CD's in Adobe PDF format will be required for review purposes. *(With the original clearly marked "Original" and the Copies clearly marked "Copies.")* . CD's that are blank or have incorrect information on them will not be acceptable and may be justification for disqualification. Check your disk(s) to ensure that they have the appropriate material on it before submitting.

DUE DATE:
Sealed proposals will be received at the Rockdale County Finance Department, Procurement Division, 958 Milstead Avenue, Conyers, GA 30012 no later than **2:00 P.M., local time, Thursday, November 12, 2015.** Proposals received after this time will not be accepted.

PRE-PROPOSAL CONFERENCE:
N/A

QUESTIONS AND CLARIFICATIONS:
You should submit your questions and/or requests for clarifications about this RFP no later than **2:00 p.m., local time, Thursday, November 5, 2015.** Written responses from the County to the questions it receives will be in an addendum and posted to the County's website at www.rockdalecounty.org, Bids, RFPs and Announcements/Current Bids.

ADDENDA:
Answers to questions submitted that materially change the conditions and specifications of this RFP will be issued in an addendum and posted to the County's website at www.rockdalecounty.org, Bids, RFPs and Announcements/Current Bids. Any discussions or documents will be considered non-binding unless incorporated and issued in an addendum.

Proposers should check the website at www.rockdalecounty.org, Bids, RFPs and Announcements/ Current Bids frequently during the process to verify that they have received all issued addenda. Proposers have the responsibility of making sure that they have received all issued addenda.

QUANTITIES
The quantities listed in the Proposers Response Schedule are provided as an estimate for proposal purposes. The County will not be obligated to quantities beyond actual needs.

CONTRACT TERM:
To be determined**.**

LOCAL VENDOR PREFERENCE POLICY
The Rockdale County Board of Commissioners adopted a Local Vendor Preference Policy on March 26, 2013. The policy will apply to all qualified Invitations to Bids and Request for Proposals after May 1, 2013. The Local Vendor Preference Policy allows Rockdale County vendors to get an extra 5 points on the evaluation criteria scoring for Request for Proposal. The Policy will give the local bidder the opportunity to match the price of a non-local vendor's bid price if they are low and within 5% of the low bidder's price on Invitation to Bids.   A copy of the Policy may be downloaded from the County website at www.rockdalecounty.org, under Finance/Purchasing.

The Local Vendor Preference Policy will apply to this RFP.

ENERGY EFFICIENT, RECYCLING, AND WASTE REDUCTION PURCHASING POLICY

Policy #R-2015-08 includes the following language:

> The Rockdale County Board of Commissioners only purchases energy star rated equipment and appliances that are economically responsible and reduce resource consumption and waste within federal, state, and local laws. The County will only purchase recycled copy, computer, and fax paper with at least 30 percent recycled content.

A copy of the policy may be viewed and downloaded by visiting the website at www.rockdalecounty.org, Bid Announcements, and scrolling down to the bottom of the page.

QUALIFICATIONS OF OFFERORS:
Proposers must have a current business license from their home based jurisdiction and provide a copy of that license with the submittal of their proposal response.

Proposals from any offeror that is in default on the payment of any taxes, license fees, or other monies due to Rockdale County will not be accepted.

Any contractor submitting a Proposal must complete the Contractor's Qualification Statement and Questionnaire if provided in this package.

In evaluating Proposals, the County may seek additional information from any contractor concerning such contractor's proposal or its qualifications to construct the Project.

PROPRIETARY INFORMATION
Careful consideration should be given before submitting confidential information to Rockdale County. The Georgia Open Records Act permits public scrutiny of most materials collected as part of this process. Please clearly mark any information that is considered a trade secret, as defined by the Georgia Trade Secrets Act of 1990, O.C.G.A. §10-1-760 et seq., as trade secrets are exempt from disclosure under the Open Records Act. Rockdale County does not guarantee the confidentiality of any information not clearly marked as a trade secret.

FINANCIAL STABILITY
The Offeror will provide financial information that would allow proposal evaluators to ascertain the financial stability of the firm.

- If a public company, the Offeror will provide their most recent audited financial report.
- If a private company, the Offeror will provide a copy of their most recent internal financial statement, and/or a letter from their financial institution, on the financial institution's letterhead, stating the Offeror is in good standing with that financial institution.

SELECTION PROCESS:
The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

This is a past performance/quality/price trade-off source selection in which competing offeror's past and present performance history and product quality will be evaluated on a basis approximately equal to price. Award will be made to the responsible offeror whose proposal represents the best value after evaluation in accordance with the factors listed below. Rockdale County Board of Commissioners may reject any or all proposals and to waive any technicalities or informalities if such action is in the county's interest.

Rockdale County may evaluate proposals and award a contract without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a price and technical standpoint. The County reserves the right to conduct discussions if the County later determines them to be necessary.

Proposers will be evaluated based on the following criteria and may be called in for an interview. The County intends to award the contract to the responsible and responsive contractor whose proposal is determined in writing to be the most advantageous to the County taking into consideration all of the evaluation criteria.

EVALUATION CRITERIA:

The evaluation and selection process are based upon a consideration of a variety of factors as described in the proposal package. Accordingly, the County reserves the right to waive technical errors, alter submission dates, issue subsequent requests for proposals, etc.
The award of the contract shall be made to the Vendor whose proposal is determined to be the most responsive and best meets the County's requirements; the County will also consider the relative importance of price and other evaluation factors set forth below. The evaluation criteria will be grouped into percentage factors as follows:

- 10% Price – Vendor's proposed price for the solution

- 35% Solution – Evaluation of how well the Vendor's solution meets the County's current requirements. Consideration will be given to the solution's adaptability to future needs, i.e., ongoing product enhancements, upgrades, and integration with current CIS.

- 20% Qualifications and Experience – The County will consider the qualifications and experience of the Vendor. Product performance, demonstrated delivery and ability to maintain a hosted solution, references, and customer satisfaction will factor into this value.

- 25% Support and Service – Vendor's capability to provide quality service and support.

- 10% Interview/Demonstration- Vendor must be able to demonstrate a working model of the solution proposed. The potential project manager and technical advisor (lead programmer, interface analyst, etc.).

DEMONSTRATIONS

Demonstrations may be scheduled. Demonstrations will be informal, and will provide Respondents with an opportunity to answer any questions the selection team may have on a submission.

INSURANCE:
The Company shall maintain in full force and effect the following insurance during the term of the Agreement.

Coverage	Limits of Liability
Workers' Compensation	Statutory
Employers' Liability	$1,000,000.00
Bodily Injury Liability	$1,000,000.00 each occurrence
except Automobile	$1,000,000.00 aggregate
Property Damage Liability	$1,000,000.00 each occurrence
except Automobile	$1,000,000.00 aggregate
Personal & Advertising Injury Limit	$1,000,000.00
Products / Completed Ops.	$2,000,000.00 aggregate
Automobile Bodily Injury	$1,000,000.00 each person
Liability	$1,000,000.00 each occurrence
Automobile Property Damage	$1,000,000.00 each occurrence
Liability	
Professional Liability/General Liability	$1,000,000.00

All insurance shall be provided by an insurer(s) acceptable to the County, and shall provide for thirty (30) days prior notice of cancellation to the County. Upon contract award, Contractor shall deliver to the County a certificate or policy of insurance evidencing Contractor's compliance with this paragraph. Contractor shall abide by all terms and conditions of the insurance and shall do nothing to impair or invalidate the coverage.

Rockdale, GA shall be named as Additional Insured under any General Liability, Business Auto and Umbrella Policies using ISO Additional Insured Endorsement forms CG 2010 or its equivalent. Coverage shall apply as Primary and non-contributory with Waiver of Subrogation in favor of Rockdale County, Georgia.

The insurance carrier must have a minimum rating of A or higher as determined by the rating firm A.M. Best.

Certificates to contain policy number, policy limits and policy expiration date of all policies issued in accordance with this contract.

BONDS:
N/A

PERMITS:
The awarded contractor will be responsible for acquiring any permits that are required for this project/purchase. Rockdale County will waive fees on all permits issued by Rockdale County.

AWARD OF CONTRACT
The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT OF 2011
Vendors submitting a Qualification package in response to this RFP must complete the Contractor Affidavit under O.C.G.A. §13-10-91(b)(1) which is provided with the RFP package to verify compliance with the Illegal Immigration Reform and Enforcement Act of 2011.

A.   The form must be signed by an authorized officer of the contractor or their authorized agent.

B.   The form must be notarized.

C.   The contractor will be required to have all subcontractors and sub-subcontractors who are engaged to complete physical performance of services under the final contract executed between the County and the contractor complete the appropriate subcontractor and sub-subcontractor affidavits and return them to the County a minimum of five (5) days prior to any work being accomplished by said subcontractor or sub-subcontractor. Format for this affidavit can be provided to the contractor if necessary.

GENERAL INFORMATION

No proposals received after said time or at any place other than the time and place as stated in the notice shall be considered. No responsibility shall attach to Rockdale County for the premature opening of a proposal not properly addressed and identified.

WITHDRAWAL OF PROPOSAL:

A proposer may withdraw his proposal before the proposal due date, without prejudice to the proposer, by submitting a written request of withdrawal to the Rockdale County Procurement Office.

REJECTION OF PROPOSAL:

Rockdale County may reject any and all proposals and must reject a proposal of any party who has been delinquent or unfaithful in any formal contract with Rockdale County. Also, the right is reserved to waive any irregularities or informalities in any proposal in the proposing procedure. Rockdale County shall be the sole judge as to which proposal is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operations of the various proposers.

STATEMENT OF EXPERIENCE AND QUALIFICATIONS:

The proposer may be required, upon request, to prove to the satisfaction of Rockdale County that he/she has the skill, experience, necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any proposer is not satisfactory, the proposal of such proposer may be rejected. The successful proposer is required to comply with and abide by all applicable federal and state laws in effect at the time the contract is awarded.

NON-COLLUSION AFFIDAVIT:

By submitting a proposal, the proposer represents and warrants that such proposal is genuine and not sham or collusive or made in the interest or in behalf of any person not therein named, that the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham proposal, or any other person, firm or corporation to refrain from proposing and that the proposer has not in any manner sought by collusion to secure to that proposer any advantage over any other proposer.

INTEREST OF:

By submitting a proposal, the proposer represents and warrants that a Commissioner, Administrator, employee, nor any other person employed by Rockdale County has, in any manner, an interest, directly or indirectly, in the proposal or in the contract which may be made under it, or in any expected profits to arise there from.

DOCUMENTS DEEMED PART OF THE CONTRACT:

The notice, invitation to proposers, general conditions, and instructions for proposers, special conditions, specifications, proposal, and addenda, if any, will be deemed part of the contract.

STANDARD INSTRUCTIONS

1. The instructions contained herein shall be construed as a part of any proposal invitation and/or specifications issued by Rockdale County and must be followed by each proposer.

2. The written specifications contained in this proposal shall not be changed or superseded except by written addendum from Rockdale County. Failure to comply with the written specifications for this proposal may result in disqualification by Rockdale County.

3. All goods and materials shall be F.O.B. Destination Conyers, Georgia and no freight or postage charges will be paid by Rockdale County unless such charges are included in the proposal price.

4. The following number, **15-41** must be written clearly on the outside of each proposal envelope in order to avoid prior opening in error.

5. All proposals must be received and in-hand at proposal due date and time. Each proposer assumes the responsibility for having his/her proposal received at the designated time and place of proposal due date. Proposals received after the stated time and date may be subject to rejection without consideration, regardless of postmark. Rockdale County accepts no responsibility for mail delivery.

6. Unless otherwise stated, all proposals submitted shall be valid and may not be withdrawn for a period of 120 days from the due date.

7. Each proposal form submitted must include the name of the business, mailing address, the name, title and signature of the person submitting the proposal. When submitting a proposal to Rockdale County the first page of your proposal package should be the proposal form listing the price, delivery date, etc., unless the proposal form is requested to be in a separate envelope.

8. Rockdale County reserves the right to accept a proposal that is not the lowest price if, in the County's judgment, such proposal is in the best interest of the County and the public. The County reserves the right to reject any and all proposals.

9. Telephone, Telegraphic or Facsimile proposals will not be accepted.

10. No sales tax will be charged on any orders except for contracts that include construction materials being purchased through a third party.

    i. Federal I.D. #58-6000882
    ii. Sales Tax Exempt #58-800068K

11. If applicable, completed questionnaires must be signed manually. Rockdale County reserves the right to accept or reject any proposal on the basis of incomplete or inaccurate answers to the questionnaire.

12. If applicable, warranty information shall be provided.

13. Proposers shall state delivery time after receiving order.

14. Proposers shall identify any subcontractors, and include an explanation of the service or product that they may provide.

Scope of Work

Description: Rockdale County is soliciting proposals from a single, qualified Vendor to provide automated utility billing, payment, and customer notification services in its Water Utility Department.

1. Introduction

A. Purpose and Scope

Rockdale County Water Resources (RWR) is seeking a single-vendor service for automating its utility billing, payment, and customer notification processes. The service will include online payments, interactive voice response (IVR) phone payments, mobile payments, eBilling, outbound customer notifications (including high-volume call-outs), and credit card and eCheck processing. The county would like these services to fully integrate with its existing systems and processes, including the Cogsdale Billing system.

Rockdale County Water Resources is seeking an all-in-one, fully-hosted solution from a single Vendor in order to simplify contract oversight and administration, consolidate costs, and deliver a more seamless experience for our customers. Multiple Vendor submittals will be considered, but preference will be given to single-Vendor solutions that meet the requirements set forth in this RFP.

B. Background and Current Situation

Rockdale County Water Resources operates and maintains the counties municipal water utility system, which includes potable (drinking) water, sanitary sewer, and reclaimed water. Currently, the Utility has approximately 27,112 residential and commercial utility accounts, which are billed monthly; the average residential utility bill is $48.84. Customers are able to pay their utility bills using several methods:

- Online on the County's website
- By mail
- By Phone using a toll free number
- In person
- By Bankdraft
- United Community Bank

RWR currently accepts credit card (Visa, MasterCard, Discover) payments made in person, over the telephone, or through the County website. RWR currently absorbs all credit card processing fees and does not charge these fees to customers when customers make payments in person. There is a convenience fee charged to the customers when making a payment over the telephone or through the county website. Current convenience fee for credit card transactions is $2.25 and electronic check (EFT. eCheck) is $1.95.

2014 average amount collected via telephone (IVR) is $68.84
2014 average amount collected via online bill pay is $67.32

15.9% of customers are paying via telephone (IVR) or though the County website (OBP).

2. Instructions for Proposers

Proposal Format
Vendors are asked to include the following sections in their proposals, in the order specified below:
[Note: The entire proposal, including cover page, table of contents, and any attachments or appendices

must not exceed 25 total pages.]

Title Page – Title page shall show the RFP number and title; due date and time; the Vendor's business name; and the designated contact person's name, email address, and phone number.

Table of Contents – Provide page numbers for the beginning of each section.

Section 1: Executive Summary – A summary of the proposal stating the Vendor's understanding of the County's request and highlights of the proposed solution.

Section 2: Company Profile, Experience, and Qualifications – The description shall include a company overview, number of years in service, location of business, and products and services offered.

Please discuss the following Vendor requirements in your proposal:

- The Vendor must have experience delivering automated billing, payment and notification services for water utilities or other utility billing organizations in a fully hosted, application service provider (ASP) infrastructure.
- It is preferred that the vendor have experience working with a Harris Computer Software Utility (CIS), including real-time data exchange between the utility CIS/Billing database and the Vendor's billing and payment service.

- The Vendor must have experience delivering fully-hosted, multi-lingual IVR solutions that provide customers real-time balance and payment information.

- The Vendor must have the option of delivering a web-based, fully-hosted outbound notification service that the utility can use to manage and schedule outbound communications with our customers.
- The Vendor must include any and all services provided that is not included in the functional requirements.

The County believes there is significant benefit in working with a Vendor that has extensive experience deploying similar hosted services for other utilities. In addition to a narrative description of your experience, the proposer shall use the following table to list its prior experience deploying at least five (5) systems that are technologically similar to what is required by the County.

Past Experience Table

Customer	Contact Name, Phone, Email	Brief Project Description

Section 3: Proposed Solution – This section must provide a narrative description of the proposer's solution and how it will meet the County's goals and expectations. Vendor's description must describe the solution components, operational features, and key functional and technical specifications. Vendor must describe the specifics of the hosted services and integration methods that will be used for interfacing with the CIS. Vendor must provide a list of any additional software, licenses, modules, web interfaces, etc that the County must purchase or have updated in order to use, support, or enhance the

proposed solution in a real time environment. The County is seeking a solution that does not require any purchases of hardware. The Vendor must provide full service support for all services rendered for the County.

Vendor must answer detailed requirements questions using the Functional Requirements Table found in this RFP. Proposer's responses to the Functional Requirements Table shall be entered in the "Vendor's Response" area of the table and follow the same format. Any additional information or questions that are not a response to an item listed on Functional Requirements Table should be added as an attachment to the proposal.

Section 4: Project Implementation, Training, and Support – The Vendor must provide an implementation plan that includes key tasks, milestones, and designated County and Vendor responsibilities. Describe all components that County staff will be required to support. Outline all training that will occur during the course of this project, including training location, cost, and topics. Include support options and costs with descriptions.

Section 5: Price Proposal – The Vendor must provide a detailed price proposal that includes all pricing for initial deployment and on-going costs. Pricing must include all costs for labor, hardware, software, hosting, testing, training, travel, payment processing, and any other costs to be charged by the Vendor. Also, the Vendor must include any items noted as "optional" by the Vendor in the Functional Requirements Table.

NOTE: Any proposal material that is considered to be proprietary and confidential in nature must be clearly marked as such and will be treated thusly by the County to the extent allowable in the Freedom of Information Act.

3. Terms and Conditions
The Vendor must be able to deliver a live solution within 45 days from the Notice to Proceed. If the vendor cannot meet the deadline, the contract may be cancelled.

4. Scope of Work Requirements
Proposers must respond to all Scope of Work requirements listed in the Functional Requirements Table. The word "must" in a requirement indicates a **required** feature, and the word "should" indicates a **desired** feature. The Vendor must clearly indicate whether or not each requirement will be provided in the solution for Rockdale County. Please respond with "Y" (Yes), "N" (No), or "O" (Optional) answer, as defined using the criteria below.

- "Y" (Yes) – indicates the item will be supplied as specified and is part of the Vendor's base price proposal
- "N" (No) – indicates the item will not be supplied
- "O" (Optional) – indicates that the item will not be supplied as specified, but is being provided by Vendor as an optional component that may require modification to conform to the requirement. Vendor shall include a price for each optional component in the Price Proposal.

The Functional Requirements Table must be completed using the format provided. Any explanatory details shall be provided in the Vendor Discussion column. If additional space is needed, the Vendor can add details after the tables using the Requirement Number as a reference. For evaluation, requirements that are left blank will be assumed to be unavailable as specified.

Functional Requirements Table

#	General Requirements	Y/N/O	Vendor Discussion
1.	Service must be a fully-hosted, application service provider (ASP) infrastructure. All online, mobile, IVR, eBilling, payment processing, and notification system service components must be housed off-site and not under the care or control of Rockdale County		
2.	System must support real-time data exchange between the Cogsdale CIS database and the Vendor's hosted service. Customers must be able to access real-time(immediate update to customer accounts in Cogsdale CIS) balance and payment information by mobile, IVR, and web and payments must post back into the Cogsdale CIS database in real-time as they are taken. The Vendor must provide assistance is implementing any required Application Programming Interface (API)		
3.	The Service will provide hosted interfaces that support the following credit card and eCheck payment processing functions: authorizations, charges, settlement, credits, refunds and voids, scheduled payments, credit card chargeback and ACH reject notifications.		
4.	Staff must be able to use a single web interface to search, view and report on all payment activity by payment type (e.g., card type, debit, eCheck) and payment method (e.g., IVR, mobile, POS, on-line). Staff must be able to search by account number, date range, and confirmation number.		
5.	The service must allow staff to create reports and export to Excel or PDF for daily, monthly, or date range of payment activity Desire the ability to automate reports and send to emails to a group of recipients/recipient.		
6.	Vendor must provide an automated nightly batch for all card payments with a single reconciliation process for all payment channels.		
7.	The Service must be PCI and red flag compliant.		
8.	The Service must accept Visa, Visa-debit, MasterCard, MasterCard - debit, Discover payments and support AVS and CVV2 collection.		
9.	All updates, upgrades, and enhancements for the billing, payment and notification service		

	must be performed by the proposer remotely without any additional costs to the County.		
10.	Merchant services for processing must allow RWR to continue to use their current banking relationships for deposit accounts.		
11.	The Vendor's service must be able to support charging convenience fees through all payment channels providing the lowest possible convenience fee to be paid by our customers. Would like the option of being able to absorb costs convenience fees in the event RWR wishes to do so in the future.		
	On-line Payments and Portal	**Y/N/O**	**Vendor Discussion**
12.	On-line payment solution and portal is hosted by Vendor. Customer accesses portal from the County's web site, email bill notification, or SMS (text) and is taken to Vendor's secure web site which is branded as Rockdale County/RWR.		
13.	Customers must be able to make one-time payments without registering an on-line account.		
14.	Customers must be able to register an on-line account to have access to more advanced features and make payments. Registration must be by email address and password and customer must receive an email or SMS (text) confirmation to complete the registration process.		
15.	Service must support making payments that are more or less than the bill amount.		
16.	Customers can view at least 12 months of payment history and consumption history available when service is activated.		
17.	Customers can view PDFs of past billing statements; at least 12months of billing statements will be available at the time of Service is activated.		
18.	Web interface should be provided in both an English and Spanish-language version with the option of more languages.		
19.	Customers must be able to pay multiple utility accounts with a single payment. The service must use single sign-on when customers sign-in to multiple accounts.		
20.	Customers must be able to make payments using Visa, Visa-debit, MasterCard, MasterCard debit, Discover, and eCheck.		
21.	Customers must be able to securely save credit card and bank account information for future use on the		

		Y/N/O	Vendor Response
	portal.		
22.	Customers must be able to set up automatic recurring payments ("auto pay") by credit card or ACH. Customers signed up for auto pay will receive an email or SMS(text) notice of pending payment.		
23.	Customers must be able to turn on / turn off email or SMS(text) bill reminders; email or SMS(text) billing alerts must contain a link to the online portal.		
24.	Email or SMS(text) bill reminders must only be sent to customers with a balance.		
25.	Customers must be able to use the web service to opt in or out of paper billing (ebill). Desire a monthly report with accounts who have selected ebill.		
26.	The website must recognize various account statuses (e.g., closed, delinquent, scheduled for shut-off, "cash only") and handle the web presentation differently based on business rules.		
27.	The on-line service must not allow customers to pay by eCheck on accounts that are flagged as "cash only"; these accounts must only be allowed to pay by credit or debit card.		
28.	Customers scheduled for disconnect must not be allowed to pay less than the any past due amount plus current charges on account.		
29.	Upon a successful payment, customers must be taken to a confirmation page with a confirmation number and a print screen button. The customer must also receive a confirmation email or SMS(text).		
30.	Service must not allow a customer to make a double payment.		
	IVR	**Y/N/O**	**Vendor Response**
31.	IVR must be fully hosted by the Vendor and provide a web-based administrative interface.		
32.	Customers must be able to hear their current account balance, due date, most recent payment amount, and date of most recent payment.		
33.	Customers must be able to make payments using Visa, Visa-Debit Card,MasterCard, MasterCard-Debit, Discover, and eCheck, and support AVS and CVV2 collection for credit cards.		
34.	IVR must be provided in both English-language and Spanish-language call flows.		
35.	IVR call flows include professionally recorded voice		

	prompts.		
36.	IVR must utilize both English-language text-to-speech and Spanish-language text-to-speech engines for any non-recorded read back.		
37.	IVR must allow Rockdale County/RWR to insert temporary messages at the beginning on the IVR call.		
38.	IVR must recognize various account statuses (e.g., closed, delinquent, scheduled for shut-off, "cash only") and handle the call differently based on business rules.		
39.	The IVR must be able to provide callers with their past due amount as a separate line item for read-back.		
40.	The IVR must not allow customers to pay by eCheck on accounts that are flagged as "cash only"; these accounts must only be allowed to pay by credit card.		
41.	The IVR must be able to identify caller accounts with a missing phone number and prompt the user to enter their phone number, which will subsequently update the CIS database with the new phone number. The customer must not be obligated to complete this task before allowing them to continue.		
42.	IVR must provide a log of payment attempts and outcomes.		
43.	The IVR must allow customers to make partial payments or pay an amount greater than the amount due. This payment option should be excluded from all customers in a current disconnect status and should advise the customer to go to the office to make a payment.		
44.	The IVR must be able to play a courtesy message when the IVR off-line for maintenance.		
45.	The IVR must provide reports of all calls including duration, date/time of payment, payment amount, daily/monthly/annual summary totals and outcome of the call (eg. Sucessful, Call Failure, Hung Up Call etc.		
Outbound Customer Notifications		**Y/N/O**	**Vendor Response**
46.	The service must allow County staff to create and manage outbound call and email campaigns.		
47.	Staff must be able to create their own message content for all outbound notifications.		
48.	Staff must be able to store and categorize notifications for future use.		
49.	Staff must be able to utilize ad-hoc contact lists for immediate		

	notification.		
50.	A single list of contacts must be able to contain combinations of different communication channels including e-mail.		
51.	The message content must be able to contain dynamic information specific to the call recipient (e.g., street address, amount due)		
52.	Notifications must be able to be scheduled to run at a specific time.		
53.	Notifications must be able to be scheduled for a specific window of time. (isn't this the same as 57)		
54.	The Service must provide a report of the final disposition (i.e., live person, voice mail, no answer, bad number, invalid e-mail address, could not to host) of each call/email attempt. Service must report number of call/email attempts. Service must allow report data to be exported to Excel (e.g. CSV).		
55.	For calls that go to voice mail, the Service must be able to leave an alternative message different than the original message content.		
56.	Staff must be able to set the number of retry attempts for calls that are either not answered or go to voice mail.		
57.	Service must offer accurate voice mail / answering machine detection.		
58.	Service must support both Text-to-Speech and recorded voice files.		
59.	Service must support 12 concurrent outbound phone calls for day-to-day use.		
60.	Service should allow for 500 simultaneous outbound calls so Rockdale County/RWR can quickly notify all customers of time-critical information, such as a boil water notice.		
61.	Service must integrate with the inbound IVR system by allowing call recipients to Press "2" to enter the IVR system to make a payment by credit card or check without requiring them to enter their account number.		
62.	Service must allow call recipients to transfer to customer service during office hours. (Must be sensitive to holiday schedules)		
Mobile Payments		**Y/N/O**	**Vendor Response**
63.	Preferably Vendor should provide a web payment interface formatted for mobile devices for Android and iOS.		
64.	Customers must be able to quickly make a payment using their mobile device without registering an on-		

	line account.		
65.	Customers must be able to make a payment by Visa, Visa-debit, MasterCard, MasterCard debit, Discover, and eCheck .		
66.	Customers must be able to receive an email or text message confirmation when a mobile payment is made.		
	Support/Maintenance/Implementation	**Y/N/O**	**Vendor Response**
67.	Vendor must provide system requirements for installation or use(Ex. Only works with Google Chrome or Must have Windows 7)		
68.	Vendor must provide training to designated staff and troubleshooting protocols. (i.e. "Page not found" error call support)		
69.	The vendor should provide support by phone and email for any issues.		

PROPOSAL FORM

Instructions: Complete all THREE parts of this bid form.

PART I: Proposal Summary – *Attach proposal summary if more space is needed.*

Complete the information below. If you wish to submit more than one brand, make a photocopy of this Proposal Form.

1.		$
2.		$
3.		$
4.		$
5.		$
6.		$

PART II: Addenda Acknowledgements (if applicable)

Each vendor is responsible for determining that all addenda issued by the Rockdale County Finance Department – Purchasing Division have been received before submitting a bid.

Addenda	Date Vendor Received	Initials
"1"		
"2"		
"3"		
"4"		
"5"		
"6"		

PART III: Vendor Information:

Company Name	
Address	
Telephone	
E-Mail	
Representative (print name)	
Signature of Representative	
Date Submitted	

ROCKDALE COUNTY BOARD OF COMMISSIONERS
NON-COLLUSION AFFIDAVIT OF VENDOR

State of _____)

County of _____)

_____, being first duly sworn, deposes and says that:

(1) He is_____ (owner, partner officer, representative, or

agent) of _____, the Vendor that has submitted the attached RFP;

(2) He is fully informed respecting the preparation and contents of the attached RFP and of all pertinent circumstances respecting such RFP;

(3) Such RFP is genuine and is not a collusive or sham RFP;

(4) Neither the said Vendor nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Vendor, firm or person to submit a collusive or sham RFP in connection with the Contract for which the attached RFP has been submitted or refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Vendor, firm or person to fix the price or prices in the attached RFP or of any other Vendor, or to fix any overhead, profit or cost element of the proposing price or the proposing price of any other Vendor, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against Rockdale County or any person interested in the proposed Contract; and

(5) The price or prices quoted in the attached RFP are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Vendor or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

_____
(Signed)

_____
(Title)

Subscribed and Sworn to before me this _____ day of _____, 20

Name_____

Title_____
My commission expires (Date)

ROCKDALE COUNTY BOARD OF COMMISSIONERS
NON-COLLUSION AFFIDAVIT OF SUB-CONTRACTOR

State of _____)

County of _____)

_____, being first duly sworn, deposes and says that:

(1) He/She is_____ (owner, partner officer, representative, or

agent) of _____, the sub-contractor that has submitted the attached RFP;

(2) He is fully informed respecting the preparation and contents of the attached RFP and of all pertinent circumstances respecting such RFP;

(3) Such RFP is genuine and is not a collusive or sham RFP;

(4) Neither the said sub-contractor nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Vendor, firm or person to submit a collusive or sham RFP in connection with the Contract for which the attached RFP has been submitted or refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Vendor, firm or person to fix the price or prices in the attached RFP or of any other Vendor, or to fix any overhead, profit or cost element of the proposing price or the proposing price of any other Vendor, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against Rockdale County or any person interested in the proposed Contract; and

(5) The price or prices quoted in the attached RFP are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the sub-contractor or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

_____
(Signed)

_____
(Title)

Subscribed and Sworn to before me this _____ day of _____, 20 ___.

Name_____

Title_____
My commission expires (Date)

Contractor Affidavit under O.C.G.A. §13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. §13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____
Federal Work Authorization User Identification Number

_____
Date of Authorization

_____
Name of Contractor

_____
Name of Project

_____
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____(city), _____(state).

_____
Signature of Authorized Officer or Agent

_____
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____,201__.

_____
NOTARY PUBLIC
My Commission Expires:
_____

Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five business days of receipt, a copy of the notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____
Federal Work Authorization User Identification Number

_____
Date of Authorization

_____
Name of Subcontractor

_____
Name of Project

_____
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____(city), _____(state).

_____
Signature of Authorized Officer or Agent

_____
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____,201__.

_____
NOTARY PUBLIC
My Commission Expires:
_____

Sub-subcontractor Affidavit under O.C.G.A. §13-10-91(b)(4)

By executing this affidavit, the undersigned sub-subcontractor verifies it compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract) and (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with the information required by O.C.G.A. §13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Additionally, the undersigned sub-subcontractor will forward notice of the receipt of any affidavit from a sub-subcontractor to (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Sub-subcontractors hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____
Federal Work Authorization User Identification Number

_____
Date of Authorization

_____
Name of Sub-Subcontractor

_____
Name of Project

_____
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____(city), _____(state).

_____
Signature of Authorized Officer or Agent

_____
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____,201__.

_____
NOTARY PUBLIC
My Commission Expires:_____

Affidavit Verifying Status
for County Public Benefit Application

By executing this affidavit under oath, as an applicant for the award of a contract with Rockdale, County Georgia, I _____. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity] am stating the following as required by O.C.G.A. Section 50-36-1:

1) _____ I am a United States citizen

OR

2) _____ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

_____   _____
Signature of Applicant: Date

_____
Printed Name:

*_____
Alien Registration number for non-citizens

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF _____, 20___.

_____
Notary Public
My commission Expires:

*Note: O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their registration number. Because legal permanent residents are included in the federal definition of "alien", legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below.

_____